

1-1-2011

# Bend the Curve CIP-News - January, 2011

Bend the Curve Continuous Improvement Practitioners

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## 1-1-11



So begins a New Year and with it many changes.

We said good-bye to Arthur Davis during our December Clinical Supervision session, and with him goes a tremendous amount of knowledge, leadership, and inspiration.

He will be missed but never far from our thoughts.

This month we also lost Rae-Ann Brann to retirement.

Rae-Ann was one of our early champions of Lean here at DHHS and was also an inspiration with her insight and passion for improvement work. She, too, will be missed.

The New Year also opened with several process improvement interventions, including one in Accounts Receivable and one in the Long-term Care Survey process. Keeping CI-Ps busy throughout the month.

— *Walter E. Lowell*

On the last day of January, *Bend-the-Curve* will start the first day of the week-long Development of Practitioners 2 training. This is a long-awaited event that has taken months of preparation by the BTC Core team. DOP 2 represents the second week of training in the BTC Bronze-Level Certification process. A number of Continuous Improvement Practitioners have been waiting for some time to take it in order to complete their certification requirements. The February issue of *CI-P News* will provide more details on the DOP 2 session.

This will be the first time DOP 2 has been offered without the use of external consultants — one of the long-term sustainability goals for BTC, namely that we could provide CI-P training with in-house expertise and development. We now have both DOP 1 & DOP 2 "on the shelf" and can begin to offer these sessions as the need arises.

January 2011

Volume 6, Issue 1

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### Special points of interest:

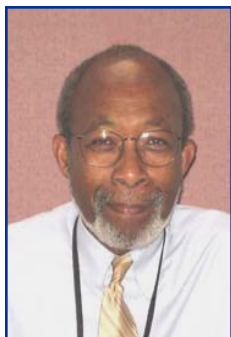
- Next Clinicals
  - > February 18
  - > March 25
  - > April 15
- DOP 2-2 set for January 31-February 4, 2011



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# Arthur Davis Retires from the Maine Department of Labor

Last month in the *CI-P News*, Arthur wrote a wonderful 'retirement from MDOL' letter to us all, stressing that it is possible to make dramatic changes in State government. He felt that he and *Bend the Curve* have had an impact and added that, along the way, it's also been fun!



Arthur, then MDOL Director of Operations with a long and diverse private-sector history in Lean, founded this effort. He named it *Bend-the-Curve* (BTC) to emphasize the idea of meeting the demand for services with processes that are both appropriate and timely without the usual corresponding increase in money and other resources.

We couldn't agree more !

You may remember that the Department of Labor (MDOL) began its *Lean* initiative in 2004 when faced with required cost reductions.

In other words, as he pointed out, this Lean approach was to "bend the curve" or cost of business as usual — by improving government processes and changing the fundamental nature of how government does and thinks about its work.

*cont'd on next page*



December 17, 2010: Terry Sandusky, Clough Toppan, Tim Griffin, John Rioux, Merle Davis, Walter Lowell, Eric Dibner, MDOL Commissioner Laura Fortman, Kelly Grenier, Hank McIntyre, Arthur Davis, Joan Cook, Scott Thompson, DHHS Commissioner Brenda Harvey, Anne Rogerson, Kim Jenkins, Sheryl Smith, Lita Klavins





★ Arthur's "micrometer"

★ Arthur's impending retirement was recognized by *Bend the Curve* CI-Ps during Clinical Supervision on December 17, 2010 in a surprise (he swears it really was) gala ceremony. A certificate was presented by MDOL Commissioner Laura Fortman & DHHS Commissioner Brenda Harvey (also signed by Governor John Baldacci).

It reads -

*In Deep Appreciation*

*For your inspirational leadership and lasting contribution in founding and establishing the State of Maine Bend the Curve program and mentoring its Continuous Improvement Practitioners and other State staff and leadership.*

Arthur received many cards and gifts from those attending and others who were unable to be there that day !



He has also understood and emphasized the critical importance of involved government leadership and management in achieving these changes — changes that are also, in fact, improvements.

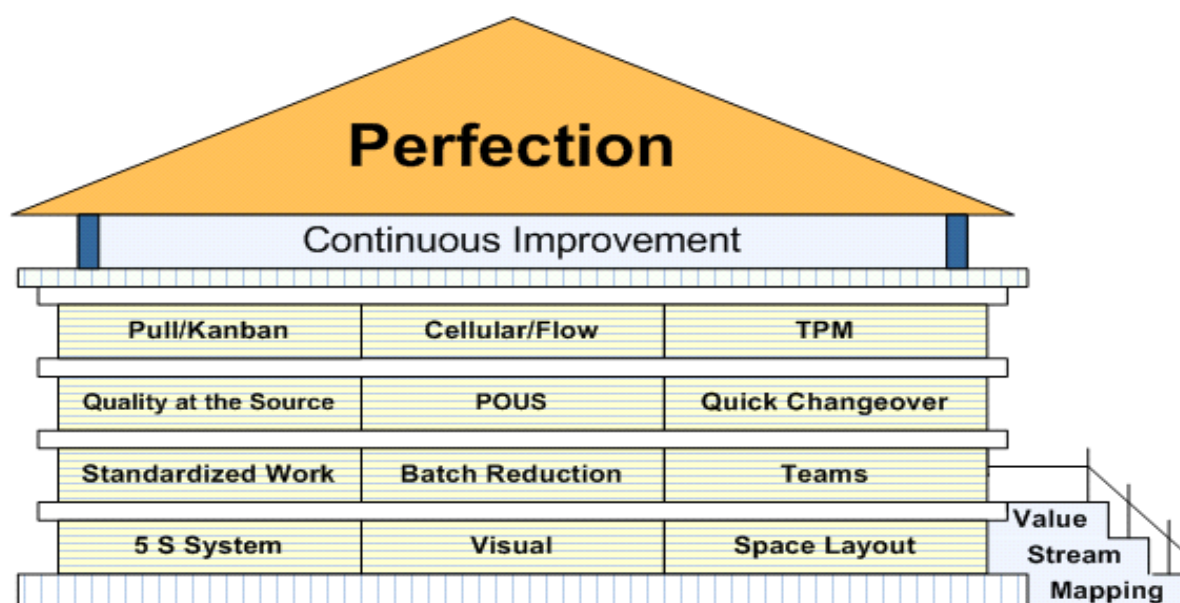
His message, as you have heard and seen, has been passionate, eloquent, and inspirational.

Arthur is not, thankfully, retiring from *Bend the Curve* in the near future. He fully intends to continue his Lean leadership and to strive for operational excellence in government.

## Clinical Supervision Dates

Hi ! A reminder: Because of holidays and furlough days, Clinicals will not always be on the third Friday of the month. So be sure to make the changes (see below) on your calendars !!!

### The House of Lean Thinking



### BTC Lean Events

Date	Time	Topic	Location	Contact
Jan 31 - Feb 4	8:15-5:00	DOP 2-2 Bronze Level	221 State, Lean Lab	WEL/ASD/JR/JK
Feb 18	8:15-4:30	Clinical Supervision	221 State, Lean Lab	WEL/ASD
March 25	8:15-4:30	Clinical Supervision	221 State, Lean Lab	WEL/ASD
April 15	8:15-4:30	Clinical Supervision	221 State, Lean Lab	WEL/ASD
May 13	8:15-4:30	Clinical Supervision	221 State, Lean Lab	WEL/ASD

\* To add or see more events or detail, go to the Bend the Curve Calendar in Outlook's Public Folders.



The New Year, of course, has brought the new administration into office. At this writing, we have seen the appointment of commissioners in various departments as Governor LePage continues to build his administration.

We here at *CI-P News* continue to look forward to using our continuous improvement knowledge and skills to assist in the 'streamlining' of government services for the new administration.

As we have noted, there are great opportunities to extend BTC throughout government both at the state and local levels.

This month we received a call from the government of the province of Saskatchewan in Canada, asking to discuss our *Bend-the-Curve* program.

As it turns out, the Premier of Saskatchewan is implementing Lean throughout the provincial government. They have set up an office focused on the implementation of Lean – the office that called us here at BTC — and have provided all their Departmental Ministers with training in Lean.

They have reached out to us here in Maine for help in learning about how we set-up *Bend-the-Curve*. We have agreed to continue the conversation with them, as our new administration develops, in hopes of sharing lessons learned in order to continue to improve government's work.

Happy New Year to you all !

— *Walter*

## The Ins & Outs of CI-Ps

★ As most of you already know, Rae-Ann Brann has also retired from State of Maine service. Rae was with *Bend the Curve* from almost the beginning (DOP1-2) and was involved in BTC's early development. Her quick wit and intelligence, expert knowledge of IT and business and their relationship, her charm, and her always willingness to help others are a true loss to the State — though we hope not to *Bend the Curve*. Perhaps, in her new life, she'll be able to join us once again.





# Department of Health and Human Services

Maine People Living  
Safe, Healthy and Productive Lives

John E. Baldacci, Governor

Brenda M. Harvey, Commissioner

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The primary purpose of the *Bend the Curve* Team is to provide support, consultation, assistance, and leadership in continuous improvement approaches and activities for State staff, work teams, and leaders as they seek to continually improve their work culture, systems, processes, and environments – in order to meet the mission of Maine State government and the expectations of Maine citizens.

**We're on the net !**

<http://www.maine.gov/dhhs/btc>

**Bend  
the Curve**

## Continuous Improvement Practitioners: BTC Intervention Facilitation Status

DHHS		DOL		DAFS	
Kate D. Carnes	C-L	Jorge A. Acero	I-O	Wendy Christian	I-O
Nancy Cronin	C-O	Michael T. Brooker	I-O	Rebecca S. Greene	I-L
Marcel Gagne	LCL	Deidre A. Coleman	I-O	Lyndon R. Hamm	I-LCL
Julita Klavins	L	Joan A. Cook	L	Billy J. Ladd	I-LCL
Don Lemieux	C-O	Merle A. Davis	L	Maayan L. Lahti	I-O
Muriel Littlefield	C	Eric Dibner	O	Michaela T. Loisel	I-L
Walter E. Lowell	L	Peter D. Diplock	O	Henry B. McIntyre	O
Jerrold Melville	O	Brenda G. Drummond	I-O	Gloria R. Payne	I-O
Ann O'Brien	L	Anita C. Dunham	I-LCL	<b>DOT</b>	
Cheryl Ring	C-LCL	Karen D. Fraser	I-L	Michael Burns	C-O
Anne Rogerson	O	Timothy J. Griffin	L	Jessica Glidden	I-O
Terry Sandusky	L	Gaetane S. Johnson	I-O	Rick Jeselskis	I-O
Bonnie Tracy	C-O	Michael J. Johnson	O	Robert McFerren	I-O
<b>Sec. of State-BMV</b>		James J. McManus	I-LCL	Sam McKeeman	C-O
Scott Thompson	O	Scott R. Neumeyer	I-O	Jeffrey Naum	I-O
<b>OPEGA, Legislature</b>		Bruce H. Prindall	I-L	Mark S. Tolman	I-O
Matthew K. Kruk	I-O	John L. Rioux	L	<b>DEP</b>	
<b>Univ. of Maine</b>		Sheryl J. Smith	C	Carmel A. Rubin	I-O
Kim Jenkins	O				
<b>Community – Private Sector *</b>					
Rae-Ann Brann*	I-L	Jane French*	I-L	Alicia Kellogg*	I-O
Stephen C. Crate*	I-O	James Fussell*	I-L	Jack Nicholas*	I-O
Arthur S. Davis*	L	Kelly Grenier*	LCL	Clough Toppan*	LCL
Nancy Desisto*	L	<b>Town of Durham, New Hampshire</b>			
		David Kurz	I-O	Steve McCusker	I-O
		Michael Lynch	I-O	Todd Selig	O
<b>* Community CI-P</b>					
I - Inactive		C - "Champion for Lean" - not facilitating			
L - Lead		LCL - Learning Co-Lead		O - Learning Observer	

## More Miller workshops & DOP 2-2 being planned !

*Additional workshops with Ken Miller are being planned. We'll keep you posted.*

*The intensive CI-P Bronze level training DOP 2-2 is planned for January 31–February 4, 2011. More info will be forthcoming.*

*You can also check the Bend the Curve Calendar in Outlook's Public Folders & come to the planning meetings for Clinicals and other events.*